

Section SF 1449 - CONTINUATION SHEET

ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
0001	HELP DESK Support FFP On site HELP DESK Support for the Omaha District for a period of 1 year with 4 One-Year Options. Offers must be received by the date and time in Block 8 (12:00 p.m. on 9/3/02) at the address in Block 9. To be considered, offers MUST INCLUDE: Fully executed SF1449 (cover sheet), certifications (pages 2 – 12), Price Schedule (Pages 13 & 14), Technical Proposal as identified and within the page limitations (pages 15 – 17) PURCHASE REQUEST NUMBER: W59XQG-2171-5912	1	Lump Sum		

 NET AMT

FOB: Destination

CLAUSES INCORPORATED BY REFERENCE

52.212-1	Instructions to Offerors--Commercial Items	OCT 2000
52.212-5	Contract Terms and Conditions Required to Implement Statutes or Executive Orders--Commercial Items	MAY 2002

CLAUSES INCORPORATED BY FULL TEXT

52.212-3 OFFEROR REPRESENTATIONS AND CERTIFICATIONS--COMMERCIAL ITEMS (MAY 2002)

(a) Definitions. As used in this provision:

"Emerging small business" means a small business concern whose size is no greater than 50 percent of the numerical size standard for the NAICS code designated.

"Forced or indentured child labor" means all work or service-

(1) Exacted from any person under the age of 18 under the menace of any penalty for its nonperformance and for which the worker does not offer himself voluntarily; or

(2) Performed by any person under the age of 18 pursuant to a contract the enforcement of which can be accomplished by process of penalties.

Service-disabled veteran-owned small business concern--

(1) Means a small business concern--

(i) Not less than 51 percent of which is owned by one or more service-disabled veterans or, in the case of any publicly owned business, not less than 51 percent of the stock of which is owned by one or more service-disabled veterans; and

(ii) The management and daily business operations of which are controlled by one or more service-disabled veterans or, in the case of a veteran with permanent and severe disability, the spouse or permanent caregiver of such veteran.

(2) Service-disabled veteran means a veteran, as defined in 38 U.S.C. 101(2), with a disability that is service-connected, as defined in 38 U.S.C. 101(16).

"Small business concern" means a concern, including its affiliates, that is independently owned and operated, not dominant in the field of operation in which it is bidding on Government contracts, and qualified as a small business under the criteria in 13 CFR Part 121 and size standards in this solicitation.

Veteran-owned small business concern means a small business concern--

(1) Not less than 51 percent of which is owned by one or more veterans (as defined at 38 U.S.C. 101(2)) or, in the case of any publicly owned business, not less than 51 percent of the stock of which is owned by one or more veterans; and

(2) The management and daily business operations of which are controlled by one or more veterans.

"Women-owned small business concern" means a small business concern--

- (1) That is at least 51 percent owned by one or more women or, in the case of any publicly owned business, at least 51 percent of its stock of which is owned by one or more women; and
- (2) Whose management and daily business operations are controlled by one or more women.

"Women-owned business concern" means a concern which is at least 51 percent owned by one or more women; or in the case of any publicly owned business, at least 51 percent of the stock of which is owned by one or more women; and whose management and daily business operations are controlled by one or more women.

(b) Taxpayer Identification Number (TIN) (26 U.S.C. 6109, 31 U.S.C. 7701). (Not applicable if the offeror is required to provide this information to a central contractor registration database to be eligible for award.)

(1) All offerors must submit the information required in paragraphs (b)(3) through (b)(5) of this provision to comply with debt collection requirements of 31 U.S.C. 7701(c) and 3325(d), reporting requirements of 26 U.S.C. 6041, 6041A, and 6050M, and implementing regulations issued by the Internal Revenue Service (IRS).

(2) The TIN may be used by the Government to collect and report on any delinquent amounts arising out of the offeror's relationship with the Government (31 U.S.C. 7701(c)(3)). If the resulting contract is subject to the payment reporting requirements described in FAR 4.904, the TIN provided hereunder may be matched with IRS records to verify the accuracy of the offeror's TIN.

(3) Taxpayer Identification Number (TIN).

___ TIN:-----

___ TIN has been applied for.

___ TIN is not required because:

___ Offeror is a nonresident alien, foreign corporation, or foreign partnership that does not have income effectively connected with the conduct of a trade or business in the United States and does not have an office or place of business or a fiscal paying agent in the United States;

Offeror is an agency or instrumentality of a foreign government;

___ Offeror is an agency or instrumentality of the Federal Government.

(4) Type of organization.

- ☐ Sole proprietorship;
- ☐ Partnership;
- ☐ Corporate entity (not tax-exempt);
- ☐ Corporate entity (tax-exempt);
- ☐ Government entity (Federal, State, or local);
- ☐ Foreign government;
- ☐ International organization per 26 CFR 1.6049-4;
- ☐ Other-----

(5) Common parent.

☐ Offeror is not owned or controlled by a common parent;

☐ Name and TIN of common parent:

Name-----

TIN-----

(c) Offerors must complete the following representations when the resulting contract is to be performed inside the United States, its territories or possessions, Puerto Rico, the Trust Territory of the Pacific Islands, or the District of Columbia. Check all that apply.

(1) Small business concern. The offeror represents as part of its offer that it () is, () is not a small business concern.

(2) Veteran-owned small business concern. (Complete only if the offeror represented itself as a small business concern in paragraph (c)(1) of this provision.) The offeror represents as part of its offer that it () is, () is not a veteran-owned small business concern.

(3) Service-disabled veteran-owned small business concern. (Complete only if the offeror represented itself as a veteran-owned small business concern in paragraph (c)(2) of this provision.) The offeror represents as part of its offer that it () is, () is not a service-disabled veteran-owned small business concern.

(4) Small disadvantaged business concern. (Complete only if the offeror represented itself as a small business concern in paragraph (c)(1) of this provision.) The offeror represents, for general statistical purposes, that it () is, () is not a small disadvantaged business concern as defined in 13 CFR 124.1002.

(5) Women-owned small business concern. (Complete only if the offeror represented itself as a small business concern in paragraph (c)(1) of this provision.) The offeror represents that it () is, () is not a women-owned small business concern.

Note: Complete paragraphs (c)(6) and (c)(7) only if this solicitation is expected to exceed the simplified acquisition threshold.

(6) Women-owned business concern (other than small business concern). (Complete only if the offeror is a women-owned business concern and did not represent itself as a small business concern in paragraph (c)(1) of this provision.) The offeror represents that it () is, a women-owned business concern.

(7) Tie bid priority for labor surplus area concerns. If this is an invitation for bid, small business offerors may identify the labor surplus areas in which costs to be incurred on account of manufacturing or production (by offeror or first-tier subcontractors) amount to more than 50 percent of the contract price:

(8) Small Business Size for the Small Business Competitiveness Demonstration Program and for the Targeted Industry Categories under the Small Business Competitiveness Demonstration Program. (Complete only if the offeror has represented itself to be a small business concern under the size standards for this solicitation.)

(i) (Complete only for solicitations indicated in an addendum as being set-aside for emerging small businesses in one of the four designated industry groups (DIGs).) The offeror represents as part of its offer that it () is, () is not an emerging small business.

(ii) (Complete only for solicitations indicated in an addendum as being for one of the targeted industry categories (TICs) or four designated industry groups (DIGs).) Offeror represents as follows:

(A) Offeror's number of employees for the past 12 months (check the Employees column if size standard stated in the solicitation is expressed in terms of number of employees); or

(B) Offeror's average annual gross revenue for the last 3 fiscal years (check the Average Annual Gross Number of Revenues column if size standard stated in the solicitation is expressed in terms of annual receipts).

(Check one of the following):

Average Annual

Number of Employees Gross Revenues

- ___ 50 or fewer ___ \$1 million or less
- ___ 51 - 100 ___ \$1,000,001 - \$2 million
- ___ 101 - 250 ___ \$2,000,001 - \$3.5 million
- ___ 251 - 500 ___ \$3,500,001 - \$5 million
- ___ 501 - 750 ___ \$5,000,001 - \$10 million
- ___ 751 - 1,000 ___ \$10,000,001 - \$17 million
- ___ Over 1,000 ___ Over \$17 million

(9) (Complete only if the solicitation contains the clause at FAR 52.219-23, Notice of Price Evaluation Adjustment for Small Disadvantaged Business Concerns or FAR 52.219-25, Small Disadvantaged Business Participation Program-Disadvantaged Status and Reporting, and the offeror desires a benefit based on its disadvantaged status.)

(i) General. The offeror represents that either--

(A) It () is, () is not certified by the Small Business Administration as a small disadvantaged business concern and identified, on the date of this representation, as a certified small disadvantaged business concern in the database maintained by the Small Business Administration (PRO-Net), and that no material change in disadvantaged ownership and control has occurred since its certification, and, where the concern is owned by one or more individuals claiming disadvantaged status, the net worth of each individual upon whom the certification is based does not exceed \$750,000 after taking into account the applicable exclusions set forth at 13 CFR 124.104(c)(2); or

(B) It () has, () has not submitted a completed application to the Small Business Administration or a Private Certifier to be certified as a small disadvantaged business concern in accordance with 13 CFR 124, Subpart B, and a decision on that application is pending, and that no material change in disadvantaged ownership and control has occurred since its application was submitted.

(ii) Joint Ventures under the Price Evaluation Adjustment for Small Disadvantaged Business Concerns. The offeror represents, as part of its offer, that it is a joint venture that complies with the requirements in 13 CFR 124.1002(f) and that the representation in paragraph (c)(9)(i) of this provision is accurate for the small disadvantaged business concern that is participating in the joint venture. (The offeror shall enter the name of the small disadvantaged business concern that is participating in the joint venture: _____.)

(10) HUBZone small business concern. (Complete only if the offeror represented itself as a small business concern in paragraph (c)(1) of this provision.) The offeror represents, as part of its offer, that--

(i) It () is, () is not a HUBZone small business concern listed, on the date of this representation, on the List of Qualified HUBZone Small Business Concerns maintained by the Small Business Administration, and no material change in ownership and control, principal place of ownership, or HUBZone employee percentage has occurred since it was certified by the Small Business Administration in accordance with 13 CFR part 126; and

(ii) It () is, () is not a joint venture that complies with the requirements of 13 CFR part 126, and the representation in paragraph (c)(10)(i) of this provision is accurate for the HUBZone small business concern or concerns that are participating on the joint venture. (The offeror shall enter the name or names of the HUBZone small business concern or concerns that are participating in the joint venture: _____.) Each HUBZone small business concern participating in the joint venture shall submit a separate signed copy of the HUBZone representation.

(d) Representations required to implement provisions of Executive Order 11246--

(1) Previous Contracts and Compliance. The offeror represents that--

(i) It () has, () has not, participated in a previous contract or subcontract subject either to the Equal Opportunity clause of this solicitation; and

(ii) It () has, () has not, filed all required compliance reports.

(2) Affirmative Action Compliance. The offeror represents that--

(i) It () has developed and has on file, () has not developed and does not have on file, at each establishment, affirmative action programs required by rules and regulations of the Secretary of Labor (41 CFR Subparts 60-1 and 60-2), or

(ii) It () has not previously had contracts subject to the written affirmative action programs requirement of the rules and regulations of the Secretary of Labor.

(e) Certification Regarding Payments to Influence Federal Transactions (31 U.S.C. 1352). (Applies only if the contract is expected to exceed \$100,000.) By submission of its offer, the offeror certifies to the best of its knowledge and belief that no Federal appropriated funds have been paid or will be paid to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress or an employee of a Member of Congress on his or her behalf in connection with the award of any resultant contract.

(f) Buy American Act Certificate. (Applies only if the clause at Federal Acquisition Regulation (FAR) 52.225-1, Buy American Act--Supplies, is included in this solicitation.)

(1) The offeror certifies that each end product, except those listed in paragraph (f)(2) of this provision, is a domestic end product as defined in the clause of this solicitation entitled "Buy American Act--Balance of Payments Program--Supplies" and that the offeror has considered components of unknown origin to have been mined, produced, or manufactured outside the United States. The offeror shall list as foreign end products those end products manufactured in the United States that do not qualify as domestic end products.

(2) Foreign End Products:

Line Item No.:-----

Country of Origin:-----

(List as necessary)

(3) The Government will evaluate offers in accordance with the policies and procedures of FAR Part 25.

(g)(1) Buy American Act--North American Free Trade Agreement--Israeli Trade Act Certificate. (Applies only if the clause at FAR 52.225-3, Buy American Act--North American Free Trade Agreement--Israeli Trade Act, is included in this solicitation.)

(i) The offeror certifies that each end product, except those listed in paragraph (g)(1)(ii) or (g)(1)(iii) of this provision, is a domestic end product as defined in the clause of this solicitation entitled ``Buy American Act--North American Free Trade Agreement--Israeli Trade Act" and that the offeror has considered components of unknown origin to have been mined, produced, or manufactured outside the United States.

(ii) The offeror certifies that the following supplies are NAFTA country end products or Israeli end products as defined in the clause of this solicitation entitled ``Buy American Act--North American Free Trade Agreement--Israeli Trade Act":

NAFTA Country or Israeli End Products

Line Item No.:-----

Country of Origin:-----

(List as necessary)

(iii) The offeror shall list those supplies that are foreign end products (other than those listed in paragraph (g)(1)(ii) of this provision) as defined in the clause of this solicitation entitled ``Buy American Act--North American Free Trade Agreement--Israeli Trade Act." The offeror shall list as other foreign end products those end products manufactured in the United States that do not qualify as domestic end products.

Other Foreign End Products

Line Item No.:-----

Country of Origin:-----

(List as necessary)

(iv) The Government will evaluate offers in accordance with the policies and procedures of FAR Part 25.

(2) (2) Buy American Act--North American Free Trade Agreements--Israeli Trade Act Certificate, Alternate I (May 2002). If Alternate I to the clause at FAR 52.225-3 is included in this solicitation, substitute the following paragraph (g)(1)(ii) for paragraph (g)(1)(ii) of the basic provision:

(g)(1)(ii) The offeror certifies that the following supplies are Canadian end products as defined in the clause of this solicitation entitled “Buy American Act--North American Free Trade Agreement--Israeli Trade Act”:

Canadian End Products:

Line Item No.

(List as necessary)

(3) Buy American Act--North American Free Trade Agreements--Israeli Trade Act Certificate, Alternate II (May 2002). If Alternate II to the clause at FAR 52.225-3 is included in this solicitation, substitute the following paragraph (g)(1)(ii) for paragraph (g)(1)(ii) of the basic provision:

(g)(1)(ii) The offeror certifies that the following supplies are Canadian end products or Israeli end products as defined in the clause of this solicitation entitled “Buy American Act--North American Free Trade Agreement--Israeli Trade Act”:

Canadian or Israeli End Products:

Line Item No.

Country of Origin

(List as necessary)

(4) Trade Agreements Certificate. (Applies only if the clause at FAR 52.225-5, Trade Agreements, is included in this solicitation.)

(i) The offeror certifies that each end product, except those listed in paragraph (g)(4)(ii) of this provision, is a U.S.-made, designated country, Caribbean Basin country, or NAFTA country end product, as defined in the clause of this solicitation entitled ``Trade Agreements."

(ii) The offeror shall list as other end products those end products that are not U.S.-made, designated country, Caribbean Basin country, or NAFTA country end products.

Other End Products

Line Item No.:-----

Country of Origin:-----

(List as necessary)

(iii) The Government will evaluate offers in accordance with the policies and procedures of FAR Part 25. For line items subject to the Trade Agreements Act, the Government will evaluate offers of U.S.-made, designated country, Caribbean Basin country, or NAFTA country end products without regard to the restrictions of the Buy American Act. The Government will consider for award only offers of U.S.-made, designated country, Caribbean Basin country, or NAFTA country end products unless the Contracting Officer determines that there are no offers for such products or that the offers for such products are insufficient to fulfill the requirements of the solicitation.

(h) Certification Regarding Debarment, Suspension or Ineligibility for Award (Executive Order 12549). (Applies only if the contract value is expected to exceed the simplified acquisition threshold.) The offeror certifies, to the best of its knowledge and belief, that the offeror and/or any of its principals--

(1) () Are, () are not presently debarred, suspended, proposed for debarment, or declared ineligible for the award of contracts by any Federal agency; and

(2) () Have, () have not, within a three-year period preceding this offer, been convicted of or had a civil judgment rendered against them for: Commission of fraud or a criminal offense in connection with obtaining, attempting to obtain, or performing a Federal, state or local government contract or subcontract; violation of Federal or state antitrust statutes relating to the submission of offers; or Commission of embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements, tax evasion, or receiving stolen property; and

(3) () Are, () are not presently indicted for, or otherwise criminally or civilly charged by a Government entity with, commission of any of these offenses.

(i) Certification Regarding Knowledge of Child Labor for Listed End Products (Executive Order 13126). [The Contracting Officer must list in paragraph (i)(1) any end products being acquired under this solicitation that are included in the List of Products Requiring Contractor Certification as to Forced or Indentured Child Labor, unless excluded at 22.1503(b).]

(1) Listed end products.

Listed End Product

Listed Countries of Origin

(2) Certification. (If the Contracting Officer has identified end products and countries of origin in paragraph (i)(1) of this provision, then the offeror must certify to either (i)(2)(i) or (i)(2)(ii) by checking the appropriate block.)

() (i) The offeror will not supply any end product listed in paragraph (i)(1) of this provision that was mined, produced, or manufactured in the corresponding country as listed for that product.

() (ii) The offeror may supply an end product listed in paragraph (i)(1) of this provision that was mined, produced, or manufactured in the corresponding country as listed for that product. The offeror certifies that it has made a good faith effort to determine whether forced or indentured child labor was used to mine, produce, or manufacture any such end product furnished under this contract. On the basis of those efforts, the offeror certifies that it is not aware of any such use of child labor.

(End of provision)

PRICE SCHEDULE

PRICE SCHEDULE
BASE YEAR (10/1/02 – 9/30/03)

OFFEROR NAME: _____

GSA Contract Number: _____

RECOMMENDED DISCIPLINES:	BASE YEAR	PROPOSED
(List only disciplines	Hourly Rate	NUMBER
<u>included in GSA Contract</u>)	including	EXTENDED TOTAL
	<u>Markups & Fee</u>	<u>PER BASE YEAR</u>
	<u>Hours/Year</u>	

OTHER COSTS: (Itemize)

ESTIMATED CONTRACT TOTAL FOR BASE YEAR \$ _____

**PRICE SCHEDULE
OPTION YEARS (10/1 - 9/30)**

OFFEROR NAME: _____

GSA Contract Number: _____

RECOMMENDED DISCIPLINES: (List only disciplines included in GSA Contract)	1ST OPTION YEAR Hourly Rate including <u>Markups & Fee</u>	2nd OPTION YEAR Hourly Rate including <u>Markups & Fee</u>	3rd OPTION YEAR Hourly Rate including <u>Markups & Fee</u>	4th OPTION YEAR Hourly Rate including <u>Markups & Fee</u>
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SUBMITTAL REQUIREMENTS
Informational Overview & Offer Submittal

The Omaha District is one of 41 Corps of Engineers' Districts located throughout the United States, Asia and Europe. It is a complex organization that contains a wide variety of division, area, field offices, and centers of expertise. Each of these have specialized functions and missions that provide a full spectrum of professionals dedicated to maintaining the world's premier public engineering organization.

The Omaha District oversees the largest geographical land areas within the Corps of Engineers – 700,000 square miles or nearly one-fourth of the contiguous 48 states. Our mission is diverse, including civil, military, and environmental restoration projects in several states. Currently, there are approximately 1,500 users within the Omaha District network that could request phone-in support. Local "hands-on" services could involve support to approximately 900 users with desktop computers and 200 printers. (These numbers are provided for planning purposes only. Estimates can fluctuate depending on staffing numbers and mission requirements.)

This solicitation is for HelpDesk Services to aid microcomputer users within the Omaha District, primarily the metropolitan Omaha area. Services to be provided by any resultant contract are described in detail in the Scope of Work, included as an attachment. Work awarded from this solicitation will include a basic performance period of one year, to run from October 1, 2002 through September 30, 2003, with four one-year option periods. Solicitation of offers is 100% set-aside for small business concerns. Only offers currently holding a GSA schedule contract will be considered. The GSA contract number shall be stated on the offer form. All offerors are required to be currently registered with Central Contractor Registry (CCR) and self-certify this registration by submission of the offer.

The solicitation reflects a "best value" procurement method, considering price and other related factors to determine the best value for the Government. Offerors are required to submit an executed SF1449, completed price schedule reflecting GSA contract rates or better, and an abbreviated technical proposal. Price/cost will be subjectively evaluated and in relation to the technical aspects of the offer determined which offer provides the best overall value to the Government. Consequently, the Government reserves the right to accept other than the offer with the lowest price/cost evaluation.

Technical aspects of the offer will be evaluated by a technical review team. The technical proposal is considered significantly more important than price. Consequently, the selected offer may reflect higher rates and other pricing. *The technical proposal submission shall be limited to no more than twenty (20) single-sided typewritten pages.* The following items are to be submitted for consideration in the technical evaluation:

EXPERIENCE:

Experience should be demonstrated in both hardware and software as identified in Section 1.3, especially Microsoft Office 2000 Pro, Windows 2000, HP laser printers, and personal computer hardware. Offerors with experience in all hardware and software types will receive a more favorable evaluation than those offerors who lack experience in one or more hardware and software types. Offerors with recent relevant experience may be evaluated more favorably.

PROFESSIONAL QUALIFICATIONS & SPECIALIZED EXPERIENCE:

Offerors should have at least one highly qualified individual with printer maintenance, PC hardware troubleshooting, and Windows 2000 workstation expertise. Offerors will be evaluated based on the level of personnel with demonstrated professional disciplines, education, and certifications. The Government places a higher value on those offers who have qualified personnel with experience working with customized software, as well as software and standards related to the Corps of Engineers.

PROJECT MANAGEMENT PLAN:

The offeror should present a detailed operations and project management plan. This plan should include (but not be limited to) number and types of employees recommended, call handling procedures, response standards, training plan, quality assurance/quality control processes, and review processes. Where subcontracting, partnerships, or joint venture arrangements exist, the working relationships among the parties must be clearly identified. The Government places a higher value on previously well-established relationships for subcontractors, partnerships, and joint venture arrangements which can be documented and well evidenced through past performance.

PAST PERFORMANCE:

The offeror shall provide no less than three and no more than five references where services were provided that were similar in size and nature to this requirement. Such references should include contract/order number, award amount, a brief description of services performed, and a POC (with phone number) for the contract administrator. The Government places a higher value on past performance demonstrated under their current GSA contract or with a Government agency.

POINT OF CONTACT:

Each offeror shall provide the name and telephone number of a company representative delegated authority act on behalf of the organization. This individual may be contacted during the evaluation process for clarifications as necessary.

SCOPE OF WORK

1.0 INTRODUCTION

1.1 Organization.

1.1.1 Identification.

U. S. Army Corps of Engineers (USACE)
Information Management Office
106 South 15th Street,
Omaha, Nebraska 68102.

1.1.2 Mission.

The mission of the Army Corps of Engineers Computer Systems Communications Branch (CENWO-IM-S) is to support the users in developing, testing, implementing, maintaining, and managing different applications that support the organizational mission. This support includes but is not limited to a wide range of computer services for support of diverse functional area, a Helpdesk for the answering of computer user questions, the proper identification of microcomputer hardware and software problems, the means to resolve these problems or notify the required personnel to affect a resolution, and the configuration and installation of newly acquired microcomputers.

1.2 Project Background and Objectives.

The Helpdesk is designed as an aid to all microcomputer users, whether the request for assistance is application related such as questions concerning the use and functionality of PC software, or to assist users identify hardware problems, not only with the PC but related peripherals and their functionality. Software assistance will normally consist of support via the telephone, but as necessary will require visits to the workstation of the individual calling. Identification of hardware problems may be made via telephone conversations but will often require visits to the workstation of the individual calling and the opening of computers to identify possible hardware problems. The intent is to properly identify and fix all hardware problems and insure that a service request is initiated when required to purchase replacement computer and peripheral parts. All telephone calls will be recorded in the proper log, with serial number, make, type, location and user, to be used to monitor and track recurring hardware or software failure. To substantiate the procurement of replacement parts and equipment to be supplied by the client organization.

1.3 Information Technology Environment.

1.3.1 Hardware.

LAN File Servers

Sun Unix Base Equipment

Personal Digital Assistances (PDA)

IBM compatible PC's and related peripherals, modems, Ethernet cards, terminal and print servers, etc.

1.3.2 Software.

UNIX, Windows, Palm and MS-DOS operating systems. Application software is Oracle. COTS includes Windows, NFS, TCP/IP, and including but not limited to all software on the Omaha District software standards list as below:

WordPerfect dBase	Ghost
Lotus 1.2.3 VISIO	Timeline
Adobe	WinFrame
Foxpro	OpenPlan
Primavera	PC Tools
Windows	WinSig
MS Project	Outlook (Exchange)
Oracle	
Clipper	
Sideways	
MS-DOS	
MS Office	

1.3.3 Major Functional Applications. N/A.

2.0 TECHNICAL SERVICES REQUIRED

2.1 Task Description.

2.1.1 Scope of Work.

Task provides for manning of a Helpdesk to aid to all microcomputer users, whether the request for assistance is application related such as questions concerning the use and functionality of PC software, or to assist users identify hardware problems, not only with the PC but related peripherals and their functionality. **Initial diagnose of problem must be completed within 4 hours and problem resolved within 3 days.** Configuration and installation of new acquired microcomputer is required. **All new computer hardware and software should be completed within 2 weeks of receiving the Justification for Acquisition Reports (JAR).**

Contractor will be required to man a phone call-in system providing direct technical support of user questions and request for various ADP related supplies such as toner cartridges, computer batteries, and etc. from 7:00 am - 4:30 pm.

Contractor will be required on an as needed basis to provide support at the workstation of the individual requesting support. This will normally be to assist in determining the nature of hardware or software related problems and may require opening of the computer to determine nature of hardware problem.

Contractor will diagnose and resolve problems as applicable, and if BPA vendor is required to replace failed hardware, assist the requester in returning their computer to working order after hardware replacement.

Contractor will configure all newly acquired microcomputers and work with the customers scheduling and performing installation of new computers. This will include moving of software and data from any currently used computer to the new computer. Contractor will complete required forms at time of both hardware and software installs. These forms will be completed and turned in to the Client Representative no later than the day after the install. No hardware or software will be installed without a JAR.

Contractor will log all calls received, whether hardware or software related into a Corps provide database, showing at a minimum the name of the caller, the caller's office symbol and phone number, the time the call was received, the nature of the request for assistance, whether or not the contractor went to the caller's workstation, what was done to either resolve the request for assistance, including date and time of resolution, or if the problem was passed on to a Corps employee, who the request was forwarded to and the date and time.

Contractor will let the customer calling the Help Desk know when they will get to that trouble, i.e. You are number 30 on our trouble list, we will get to your trouble call by 2 pm tomorrow at the latest. Responsible to follow up with customer to complete entry into call log database with the resolution of the problem.

2.1.2 Statement of Work. Contractor will manage a Helpdesk fielding telephone calls to provide aid to all microcomputer users, whether the request for assistance is application related such as questions concerning the use and functionality of PC software, or to assist users identify hardware problems, not only with the PC but related peripherals and their functionality. Documentation provided by the contractor will be similar in format and content to existing documentation. The contractor will be required to perform the following:

Contractor will provide non-personal services in the area of system engineering management and technical assistance/ support for the CENWO/IMO. Areas of support shall include systems integrated scheduling,

interface, problem analysis/ resolution, configuration management, testing, verification related to access and use of the Internet.

Task 1. Contractor Supervision (Task Leader): Contractor supervisory responsibility includes, but not limited to:

- (a). The Task Leader will coordinate the work schedules/staffing to support the required shifts. Supervises all contract personnel engaged in the operation of the designated computer systems, associated peripheral equipment, and other related data processing equipment.
- (b). Respond to adjustments in processing due to changes in priority, deadlines or other factors related to the NWO mission or as directed by higher authority.
- (c). Maintains and efficiently manages supplies issued to perform official functions.
- (d). Analyzes processing and equipment malfunctions. Cooperates with IM personnel to determine causes, and takes appropriate action to correct any operational or procedural errors.
- (e). Recommends improvements to existing processing procedures and techniques, utility programs and facilities.
- (f). Ensures that all contract personnel are aware of, and support, directives pertaining to physical security, resources protection, and classified materials inherent to a government information processing installation environment.
- (g). Ensures contract personnel maintain acceptable standards of conduct on the job site to prevent any detriment in meeting the requirements of the IM mission.
- (h). Ensures that all contract personnel complete the daily sign-in/sign-out log. Reviews each entry for completeness and timeliness.

Task 2. Helpdesk:

- (a). Helpdesk administration, end-user support, integration, problem log maintenance, problem resolution, and documentation.
- (b). Fielding of telephone calls, identification of hardware and software deficiencies, customer support, systems customization, system performance monitoring and adjustment, **PC and printer repair**, documentation and help log maintenance.
- (c). Maximization of user support to achieve system efficiency, and support and maintenance of software and hardware.
- (d). Will maintain a centralized telephone call tracking system for all help desk responses in Federal building and remote locations (i.e., 125th & W. Central Rd, etc.).

2.1.3 **Hardware Environment**. Same as **paragraph 1.3.1**.

2.1.4 **Software Environment**. Same as **Paragraph 1.3.2**.

2.2 Deliverables.

Specific acceptance criteria, delivery schedules, and delivery instructions will be included in the client's procedures. Services will be requested and controlled by means of production logs, which will delineate all processed deliverables. The contractor will be responsible for delivering all end items specified in the client procedures as well as the production logs themselves. When workload exceeds the production capabilities of the contractor staff, the customer to ensure that critical tasks are completed in a timely manner will annotate priorities.

Only the Client Representative or a designated alternate has the authority to inspect, accept, or reject deliverables. Final acceptance of all deliverables will be provided in writing.

2.3 Expertise. The contractor is responsible for providing personnel with expertise in the following areas:

2.3.1 Functional Skills. Helpdesk task requires telephonic assistance expertise, hardware and software systems analysis and problem resolution, and network operating system knowledge. Additionally required is a thorough and complete working capability in software upgrades (“state-of-the-art”), and performance tuning, a thorough understanding of a Helpdesk tracking system, and at a minimum, a thorough understanding of DOS and Windows.

2.3.2 Hardware/Languages. Knowledge of abbreviations, symbols, and computer codes used in documentation to describe processing steps is desired. Working level knowledge of microcomputer hardware internal parts and their functionality. Contractor must possess expertise to quickly identify hardware (as listed in **paragraph 1.3.1**) problems and determine the most efficient means of problem resolution. Working level knowledge and experience in DOS and Windows. Experience in similar operating systems may be substituted only if task personnel have the experience and ability to become quickly proficient in the above without training or technical oversight.

2.3.3 Special Techniques. The **Helpdesk** personnel must have the necessary skills to become familiar with and use any automated task support tools acquired by the Corps of Engineers, with documentation and demonstration.

2.4 Unique Services.

2.4.1 Travel and Per Diem. The Corps will provide travel and per diem for unique Corps type of applications as required for the contractor to perform their tasks. Travel may be needed to provide support and coordination of the task requirements. The number of trips, destinations, and number of persons traveling cannot be stated specifically at this time, but will be coordinated through the task leader via the client representative or alternate. The government adds **\$5,000.00** (including G&A) to support helpdesk functions on local travel.

2.4.2 Contractor Furnished Facilities, Supplies and Services. It is the contractor’s responsibility to provide qualified personnel with current training and experience to meet the basic requirements of these tasks. The contractor is responsible for making sure their personnel stay current with technology advances in hardware, software, and helpdesk management.

3.0 GOVERNMENT FURNISHED RESOURCES

3.1 Facilities, Supplies and Services. The Government will provide: Computer equipment, access to required hardware and software documentation, any required internal regulations, policies, and procedures, computer and office supplies, telephones, hardware, software, tape/disk media, manuals, computer paper, forms, and logs necessary to support task requirements. All items shall remain the property of the government and shall be returned at the completion of the required services. All work products become property of the Omaha District.

3.2 Information Sources. The client representative or his/her designated alternate will make technical direction, technical changes/requirements, instructions and coordination. When the contractor Task Leader cannot be present on a shift, the senior contractor employee will be consulted and coordinated with in his/her absence.

3.3 Documentation. All documents, publications, and other guidance necessary for successful completion of this task in accordance with paragraph 6.0 will be available to the contractor at the place of performance.

4.0 ADMINISTRATIVE CONSIDERATIONS

4.1 Points of Contact.

4.1.3 Contracting Officer's Technical Representative (COTR)

DOUGLAS HEMSLEY
Omaha District, Corps of Engineers
106 South 15th Street
Second Floor, Federal Building
Omaha, NE 68102
Phone: 402-221-3036 FAX Number: 402-221-4050
E-mail: douglas.l.hemsley@usace.army.mil

4.1.4 COTR Alternate

George P. Keele

Omaha District, Corps Of Engineers
 106 South 15th Street
 Second Floor, Federal Building
 Omaha, NE 68102
 Phone: 402-221-3039
 FAX Number: 402-221-4050

4.2 Place of Performance.

4.2.1 Work is to be performed on-site and on an as needed basis to perform support at the following government installations:

US Army Engineering District, Omaha, Corps Of Engineers
 106 South 15th St
 Omaha, NE 68101-0103

US Army Engineer District, Omaha
 Central Park Plaza
 Omaha, NE 68102

US Army Engineer Division, Missouri River
 12565 West Center Road
 Omaha, NE 68102

US Army Engineer Division, WES Lab
 420 South 18th Street
 Omaha, NE 68102

US Army Engineer Division, Fort Crook Office
 Bldg. 525, Castle Hall
 Offutt AFB, NE 68113

US Army Engineer Division, Missouri River Project
9901 John J. Pershing Drive
Omaha, NE 68112

US Army Engineer Division, Wehrspann Office
8901 South 154th Street
Omaha, NE 68138

4.3 Hours of Work.

4.3.1 Contractor services will be required at the specified government site during the following hours, or any alternate work schedule for an **8 hour day** indicated by the client representative that coincide with Corps Of Engineers operations: (Government Holidays Excluded)

Monday through Friday (7:00am - 6:00pm)

The contractor will maintain **continuous operations** and performance regardless of employee vacations, sick leave, training, etc.

If production schedule changes cause deviations from the above hours of work, the client will provide written notification to the task leader for staff scheduling.

Extended hours: The contractor may be required to perform overtime outside these core hours for special COE computer operations. Meeting task objectives within specified time frames may require the working of extended hours. This is a contingency for planning purposes and is not expected to exceed 5% of the normal task hours. Any performance outside the core hours listed above shall be pre-approved by the Client Representative (CR).

4.3.2 The government furnished resources identified in 3.0 above may be obtained during the following hours:

Same as described in 4.3.1.

4.4 Duration of Task: "The Period of Performance for this task is **October 1, 2002 through September 30, 2003.**

4.5 Security and Privacy.

4.5.1 Clearances: The contractor will ensure all assigned personnel have successfully completed a records check by local authorities as required by agency security. Certification will be provided for the client representative.

4.5.2 Privacy Act: Under U.S. Code Title 5, Section 552, information involved in completing this task is subject to the Privacy Act of 1974, therefore, contract staff will be required to read, sign, and adhere to the appropriate nondisclosure requirements.

5.0 SPECIAL INSTRUCTIONS.

5.1 General/Misc. Management of this task will be performed by the COTR. A permanent COTR will be established for all Government and Contractor meetings, technical guidance and product deliverable's. The COTR should be capable of providing all technical assistance and clarification required for the performance of this task. COE will provide necessary information required to complete this task. The COE will also provide a single point of contact for use in clarifying requirements, obtaining detailed information and voicing any concerns.

All material produced by the contractor reverts to COE. Methodology developed under this contract shall become the property of COE and does not depend on future contract support due to proprietary restrictions.

5.2 Staffing. It is desired that employees assigned have previous experience in operations for the Corps of Engineers or similar Government operations.

5.3 Unique Reporting Requirements. Informal progress report and review meetings will be held between contract staff and key client personnel. The frequency is determined by task demands and objectives, and can be changed at the discretion of the Client Representative.

6.0 STANDARDS AND REFERENCES. All documents necessary or useful in producing the deliverables are available on-site. Documentation that is required to perform this task order is also subject to continuous change, addition, and deletion. Verbal instructions may be necessary in lieu of written documentation due to timeliness. These requirements were previously satisfied through a GSA service contract.

